National Aeronautics and
Space Administration

Office of the Administrator
Washington, DC 20546-0001

NASA

JUN 3 0 2000

TO: Chief Information Officers

FROM: AO/Chief Information Officer
             J/Associate Administrator for Management Systems

SUBJECT: Plans for Implementing Computrace on NASA Laptops

It is imperative that NASA take prudent steps to protect laptop computers, and more importantly, the information contained in laptop computers. Employees should be held accountable for ensuring that NASA computer systems and information are secure. In the event that there is a breach in security or loss of property, it is critical that NASA attempt to recover valuable information and property as soon as possible. In February 2000, we issued direction to all NASA Centers to install Computrace System software, made by Absolute Software, in NASA laptop computers. Computrace software is used to detect, locate, and support the recovery of lost or stolen laptop computers. Most importantly, Computrace can help recover the sensitive information that is found on a lost or stolen computer.

Since February 2000, we have been implementing contractual mechanisms to support this directive. For example, NASA Centers have been working to include Computrace as part of the standard laptop seats on ODIN delivery orders and are adding Computrace as an ODIN catalogue item to support non-ODIN laptops. In addition, Computrace is now available for purchase under the NASA SEWP contract.

We request that the Centers submit their plans for fully implementing Computrace software on laptops. This plan should address all laptops that are NASA-owned or NASA-provided (for example, by ODIN) and used for NASA business. The plan should address the following:

- Approach and schedule for implementing Computrace
- Roles, responsibilities, and procedures for recovering laptops (e.g., role of Security)
- Initiatives to promote awareness of recovery procedures with NASA employees
- Waiver process and procedures. For example, Macintosh laptops are not currently supported by the Computrace software product.
- Approach for addressing protection and recovery of laptops that do not include the Computrace software.

Please submit plans to the NASA Chief Information Officer, Code AO, no later than July 31, 2000. If you have any questions about this request, please contact either Mark Borsi or Andrea Norris at (202) 358-2457 and (202) 358-2366, respectively.

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